



MEMORANDUM



DATE: June 24, 2003

TO: ALL DEPARTMENT TRAINING OFFICERS

FROM: Evelyn Hemenover
Chief, Training Division
(916) 445-5121, fax (916) 324-4050

SUBJECT: Minutes of the Quarterly Department Training Officer Meeting – 6/18/03

The quarterly Department Training Officer meeting was held on June 18, 2003 from 9:00 a.m. to 11:30 a.m. at the Contractor's State Licensing Board, at 9821 Business Park Drive, Sacramento.

I. WELCOME AND AGENDA OVERVIEW (9:00 – 9:10 a.m.)

Evelyn Hemenover thanked Kathy Jones from the Contractor's State Licensing Board, for hosting the meeting. Their conference room was very comfortable, spacious, and well-equipped.

Evelyn reminded the attendees that the State Training Center will be conducting business as usual in July. There is no change from previous years – even if there is no Fiscal Year 2003/04 State budget, we will continue to accept training nominations and deliver classes.

II. TRAINING DIVISION BUSINESS (9:10 – 9:30 a.m.)

Kitty Williamson, Chief, Program Operations Branch, discussed the State Training Center's new cancellation policy, beginning July 1, 2003. The new policy will charge the participant *full tuition if the class is cancelled less than 10 working days before the start date of the class*. The prior policy was to charge a \$25 late cancellation fee. We encourage departments to find substitutes to attend class rather than late cancel.

Kitty also asked the attendees to think about what new classes they would like STC to offer for fiscal year 2004/2005, as we will be starting the bid process for that in a few months. She will be sending out an e-mail to CA-Trainers asking for suggestions.

George Steinert, Manager of the Training Services Section, talked about the new look on our website. We have begun putting pictures and bios of the instructors on the class descriptions. We are also in the process of redesigning the menus on our website to make it easier to access class information.

George also relayed the sad news that Ken Klein, one of STC's instructors, passed away on Friday, June 13, 2003. After serving 25 years as the Training Officer for the Department of Food and Agriculture, Ken retired and came to work for the STC as an instructor. He worked for us for ten years and was one of our most popular trainers. He will be missed by all who had the pleasure of knowing and working with him.

III. PANEL DISCUSSION ON LEARNING MANAGEMENT SYSTEMS (9:30 – 10:45 a.m.)

Phyllis Green, from the Department of Water Resources, talked about her department's experience with SAP (System Applications in Electronic Data Processing) enterprise wide system. Speaking specifically to the Training and Events module, Phyllis discussed the following:

Advantages –

- Day to day activities (such as booking, rescheduling, canceling, etc.) are now handled by the Department's 70 training coordinators.
- Training Coordinators have more control over making sure their employees get the training they requested.
- System is user-friendly, not hard to understand the basic workings of the system.
- Training Coordinator can view the training events available (dates, locations).

Disadvantages –

- SAP standard reports generally have to be downloaded to Excel and manipulated.
- Some of our training programs required custom reports; SAP standard reports could not give us the information we needed. When upgrades are installed, custom reports need special tweaking.
- PA30 Module – Training Coordinators enter some information into employee's training history file; the Training Office staff follows up classes when completed and this information also gets posted to the employee's training history. There is difficulty in combining these two pieces of information for an overall report (Activity Summary Report).

Trials and Tribulations-

- Quick roll out effort with a fixed deadline. Deadline was not moved.
- Learn as we go – still learning new features about SAP and we continuously adapt to these features.
- Manage Change – SAP created a huge change within DWR. Not only a technology change, but also a change in the way we do business and think about business processes. Employees need time to learn and understand any new system, particularly if it is changing the way they do business.

Kitty Williamson, State Training Center, talked about their recent implementation of Training Server. Kitty shared the following Lessons Learned:

- Plan carefully – this is an IT project and it's easy to underestimate what's involved. Find a good project manager – one with IT background. Critical steps are to identify the "must have" functions, evaluate alternatives, estimate what resources are needed, and line up management support.
- It's a changing environment. The software is being upgraded and modified constantly.
- Phase it in. Start with the most critical functions and outputs you need to use. Build the foundation (core); add functions incrementally.
- It will take twice as long as you thought. And it may cost twice as much, especially if you upgrade and customize the product.

- “Off-the-shelf” isn’t. You will need to adapt any of these products to meet your business needs. Configuration and customization. It’s not like buying a car; it’s like buying a cake mix.
- Think department wide. You will need cooperation and support beyond your program. Especially from your IT shop. You are likely to need an FSR for the software and the server(s), so it’s important to work with IT staff from the beginning. After purchase, you will have 3-way meetings with IT, the vendor, and you. *This is another reason to have a strong management advisor – their support will help foster ongoing cooperation and support when you need it.*

Kathryn King, from Alcohol and Drug Programs, discussed her experience with OnTrack for Training LMS.

Strengths –

- The basics of the program including the data entry are very easy to learn.
- OnTrack has the ability to run statistical Crystal Reports on a variety of points (such as courses by provider, by instructor, by student, course costs by class, students and provider, attendance reports and training activity, etc.)
- There are a variety of tables that are created from the input data. There are templates that are provided for other tables.

Drawbacks –

- Deleting courses – if you accidentally create two course fields that are the same, the program will not let you delete the duplicate course. You can consolidate courses, but there is a possibility that personal information for students can be lost.
- Losing data – after entering a large number of post evaluations over the last six months, the information was either erased by the change over to XP of some glitch that occurred when we upgraded. DK Systems is aware of the problem, as it has occurred with other users. According to DKS, the next version should eliminate the situation.

Bill Stanglin – Teale Data Center – uses Microsoft Access database integrated with Lotus Notes for all electronic transactions. Programming was necessary to integrate Lotus Notes and Access. This seems to be working fine for Teale – with no major problems.

Bob Segal – Franchise Tax Board – uses Aspen 2.1. FTB wanted to use their current system, with web accessibility for different locations. They have invested about \$500,000 on this new software. FTB considered the following issues:

- Analysis/comparison of various products
- System/network capability
- Web accessibility 24/7/365
- Analysis of current procedures and existing systems
- Adaptability of LMS to current processes
- Maintenance costs
- Customization needs
- Data migration capability
- Data searchability
- Report needs
- Effect of software upgrades
- System manuals

- Cost vs. no-cost classes
- Training on new system
- IT support reliability
- Security levels and system access
- Ease of system navigation
- Skill gap analysis capability for IT staff
- Project oversight/administration

IV. COLLECTION OF PRESENTATION TOPIC SUGGESTIONS (11:00 – 11:15 a.m.)

Susan Coats, STC Training Officer, asked the attendees to make a note of any topic ideas they had for upcoming DTO meetings or some topic area that they or someone they knew could make a presentation on and put their notes up on a flip chart. The ideas generated were as follows:

- Mentoring and Succession Planning
- Meeting Space availability with other State departments
- Interacting with the Audience – games that are new, interaction with large groups, debriefing games
- Business Process Reengineering
- Development for Department Training Officers
- Making a Place for E-Learning
- Video Clips
- Trends in Supervision and Management Training
- Group Exercises
- ROI = Return on Investment
- Training Officer/Coordinator curriculum/core courses
- How involved does the Training officer get with large meetings or conferences?
- E-Learning in-house
- Different Ice Breakers for Meetings
- Developing a Training Officer Cookbook
- Developing Performance Based Training
- Lesson Plans
- Investment Opportunities as a State Worker
- How to get Management support for Training
- Use of Visual Aids
- Incorporating Skills/Development with Training
- Change Management
- Presentation Skills – how do we get past the fear? What works/what doesn't? How to not be a "talking head"
- Blended Approaches to Learning
- Contracts – CMAS, Interagency Agreements, STC-Approved contracts
- Training Performance Consulting
- Specializes Training Topics – Law Enforcement, Health, IT, etc.
- Information Sharing Faire – What types of "in-house" training do other departments give and would they be interested in letting other DTO's use their presentations in their departments?

Presentations that the DTO's may be able to share with us:

- Stress Management – Tynya Beverly, EDDU, and Karyn Lombard, State Parks
- ISD or Lesson Plans – Bob Segal, FTB

- Video Showcase – Vera Nicholas, Carolyn Zeitler, State Library
- Transition and Change Management – T. Beverly, EDDU, and K. Lombard, State Parks

V. INFORMATION SHARING (11:15 – 11:30 a.m.)

New Training Officers/Coordinator:

- Andria Quinnell, OSHPD – Wants information on Needs Assessments/Questionnaires/Surveys -- Aquinell@oshpd.state.ca.us
- Janet Wardell – Teale
- Diana Muenzler – Mental Health
- Fred Chow – Veteran's Affairs – Wants to know about Training Policies/Training Plans -- Fred.chow@cva.ca.gov
- Pat Sigler, California Conservation Corps
- Tynya Beverly, EDDU
- Lynn McCall, CDFA -- Lmccall@cdfa.ca.gov

Check out the pictures of some of these new Training Officer/Coordinators on the DTO Home Page at www.dpa.ca.gov/tcid/dto/dtomain.shtm.

The next Department Training Officer Meeting will be held on September 17, 2003 from 9:00 to 11:30 a.m. in the Sierra Room at the Department of Social Services Training Facility, located at 815 S Street, Sacramento, California. If you have questions about the location or facility, contact Pam Burke at (916) 323-4420 or Pam.Burke@dss.ca.gov. If you have any other questions, contact Susan Coats, at (916) 324-4055 or susancoats@dpa.ca.gov.